

In the claims

1. (Currently Amended) A system for transacting business comprising:

a dispatch division for receiving information related to a problem experienced by a customer and for deploying a technician to a location requested by the customer in response to the information, ~~wherein the technician is employed by a company which provides services to the customer;~~

a computer accessible by the technician at the location requested by the customer that is configured to initiate a communication with the company via a communications network when the technician receives a request from the customer for a transaction different from the problem and enters an identity of the customer in the computer, the computer being further configured to:

submit the identity of the customer in the initiated communication,

receive customer information including a customer type via the communications network in response to the submission,

select one or more items corresponding to the received customer type from a set of items,

provide a list of the one or more selected items,

receive a selection corresponding to the received request from the customer from the one or more items, and

communicate the received selection corresponding to the received request from the customer to the dispatch division over the communications network.

~~wherein the company, in response to the communication from the technician, transmits at least one of account information, status information, and profile information related to the customer over the communication network, wherein the customer account~~

information includes the customer's current account activity and whether the customer is delinquent in making payments, and the technician uses the information related to the customer to generate a customer request from a list of products, services or features that is available to the customer and communicates the customer's request to the dispatch division using the computer over the communications network; and

wherein the list of products, services or features is automatically generated by an application that is running on the computer and is executable by the technician, wherein the list is generated based on a type for the customer.

2. (Original) The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.

3. (Original) The system according to claim 1, wherein the communications network is wireless.

4. (Original) The system according to claim 1, wherein the communications network is wire line.

5. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to the technician's supervisor.

6. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to a sales division.

7. (Original) The system according to claim 1, wherein the transaction includes the sale of a service.

8. (Original) The system according to claim 1, wherein the transaction includes the sale of a product.

9. (Currently Amended) The system according to claim 1, wherein the customer's ~~account~~ information is automatically updated to include the transaction.

10. (Currently Amended) The system according to claim 1, wherein the customer information is ~~related to the customer~~ includes customer account information.

11. (Currently Amended) A method for transacting business comprising the steps of:

receiving information related to a problem experienced by a customer;

deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;

initiating a communication with the company over a communications network by the technician by accessing a computer at the location requested by the customer when the technician receives a request from the customer for a transaction different from the problem, the communication including a submission of an identity of the customer;

sending, in response to the communication, ~~at least one of account information, status information, and profile information related to the customer~~

information to the computer in use by the technician via a communications network from the company in response to the communication from the technician; wherein the customer information includes a customer type; account information is sent in a form configured for use by a computer associated with the technician and the account information includes current account activities including whether the customer is delinquent in making payments;

selecting by the computer one or more items corresponding to the customer type from a set of items;

providing by the computer a list of the one or more selected items;

receiving at the computer a selection from the list; and

communicating the received selection to the dispatch division from the computer over the communications network.

~~—generating by the technician a customer request from a list of products, services or features that is available to the customer and communicates the customer's request to the dispatch division using the computer over the communications network; and~~

~~—receiving the customer request from the computer via the communications network; the customer request being in a computer generated form;~~

~~—wherein the list of products, services or features is automatically generated by an application that is running on the computer and is executable by the technician; wherein the list is generated based on a type for the customer.~~

12. (Previously Amended) The method according to claim 11, wherein the communications network is a wireless communications network.

13. (Previously Amended) The method according to claim 11, wherein the communication network is a wire line communications network.

14. (Previously Amended) The method according to claim 11, further comprising sending an electronic mail message to the supervisor of the technician, wherein the electronic mail message includes information related to the transaction.

15. (Previously Amended) The method according to claim 11, further comprising sending an electronic mail message to a sales division, wherein the electronic mail message includes information related to the transaction.

16. (Original) The method according to claim 11, wherein the transaction includes the sale of service.

17. (Original) The method according to claim 11, wherein the transaction includes the sale of a product.

18. (Currently Amended) The method according to claim 11, further comprising a step of automatically updating the customer ~~account~~ information with information related to the transaction.

19. (Currently Amended) The method according to claim 11, wherein the customer information ~~related to the customer~~ is includes customer account information.

20 - 21. (Previously Canceled)

22. (Currently Amended) The system according to claim 1, wherein the computer is configured to populate an electronic sales form with the received customer information and the received selection and communicate the electronic sales form to the dispatch division, and wherein at least one field associated with the application running on the computer electronic sales form is self-populated.

23 - 24. (Previously Cancelled)

25. (Currently Amended) The ~~system~~ method according to claim 11, further comprising the steps of:

populating an electronic sales form with the received customer information and the received selection, wherein at least one field associated with the application running on the computer electronic sales form is self-populated; and

communicating the electronic sales form to the dispatch division.